

Retail Food Inspection Guide

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These items MUST BE CORRECTED IMMEDIATELY. APPL. LAW ENFORCEMENT

TEMPERATURE CONTROLS

1	Proper Holding Temp. of PHF - 113995, 113997	Major	Minor
2	Proper Cooking Temperatures - 113996	OF2 6	OF3 3
3	Proper Reheating of PHF - 113998	OF8 5	OF9 1
4	Proper Cooling of PHF - 114002	OF10 3	OF11 2
5	Proper Thawing / Frozen Food Handling - 114003	OF12 3	OF13 2
6	Diligent Preparation/Time Only Control - 114004	OF24 5	OF25 1

FOOD PROTECTION

7	Food Protected From Contamination, Adulteration, Spoilage, Proper Storage - 114003, 114010, 114070, 114080	OF26 5	OF27 3
8	Food From an Approved Source, Harvest Tags - 113980, 114015, 114003	OF26 5	OF27 3

NON-CRITICAL VIOLATIONS: All non-critical violations may pose a risk to public health. These violations must be corrected before the next inspection or as specified by the Inspector.

CERTIFICATION / PROTECTION / EQUIPMENT / UTENSILS

17	Managers Food Safety Certification, Food Worker Certification, Permit - 113716, 113920, (SBCC 33.0410, 33.044)	OF66 3	OF67 2
18	Sherman Food & Drug / Labels / HACCP - 114055, 114056, 114003, 114057, 110660-110805, 111200-111220, 110370	OF68 3	OF69 1
19	Sneeze Guard Protection - 113980, 114080	OF70 2	OF71 1
20	Probe and Refrigerator Thermometers - 113995	OF72 3	OF73 1
21	Employee Personal Items, Employee Changing Room, Sleeping Quarters - 114135, 114175	OF74 3	OF75 1
22	Equipment / Utensils; Storage, Cleanliness, Condition - 114050, 114065, 114090	OF76 3	OF77 1

WATER / SANITIZING

9	Proper Employee Hygiene - 114155, 114190	OF40 4	OF41 2
10	Proper Handwashing Sink/Supplies - 114155, 114190	OF40 4	OF41 2
11	Proper Food Facility Conditions - 114050	OF42 3	OF43 2
12	Proper Food Facility Conditions - 114010, 114030, 114040, 114080	OF42 3	OF43 2
13	Proper Food Facility Conditions - 114100, 114165	OF42 3	OF43 2
14	Proper Food Facility Conditions - 114100, 114165	OF42 3	OF43 2
15	Proper Manual Sanitizer / Proper Sanitizing of Utensils & Equipment - 114090, 114090	OF54 4	OF55 3
16	Proper Manual Sanitizer / Proper Sanitizing of Utensils & Equipment - 114090, 114180	OF56 4	OF57 3
17	Proper Manual Sanitizer / Proper Sanitizing of Utensils & Equipment - 114090, 114180	OF58 4	OF59 2

STRUCTURAL / RESTROOMS / JANITORIAL / SIGNS

23	Floors / Walls / Ceiling Clean & In Good Repair & Vermin Exclusion - 114145, 114150, 114155, 114050	OF82 3	OF83 1
24	Adequate Lighting and Shelter Guards - 114170	OF84 2	OF85 1
25	Exhaust System Clean and in Good Repair - 114050, 114140	OF86 2	OF87 1
26	Restrooms Clean and In Good Repair - 114105, 114140 (SBCC 33.048)	OF88 2	OF89 1
27	Chemical Use / Storage, Janitorial Closet, Mop Sink, Waste Disposal - 114025, 114035, 114185	OF90 2	OF91 1
28	Proper Signs / Exclusion of Live Animals - 114021, 114045, 113946	OF92 2	OF93 1
29	Other Violation	OF94 0	OF95 1

County of San Bernardino
Department of Public Health

County of San Bernardino
Department of Public Health
Division of Environmental Health Services



September 2004

FOREWORD

The San Bernardino County Division of Environmental Health Services is dedicated to improving the quality of life, ensuring public health and safety, and preventing environmental hazards for all residents and visitors through innovation, education, surveillance, enforcement and community service.

Food safety in San Bernardino County is the responsibility of Environmental Health Services Food Inspection Program in partnership with the food industry. Many people do not think about food safety until a food-related illness affects them or a family member.

While the food supply in the United States is one of the safest in the world, Centers For Disease Control and Prevention estimates that approximately 76 million people suffer from foodborne illness each year. Of these, more than 300,000 are hospitalized, and 5,000 die. Preventing foodborne illness and death remains a major public health challenge. To this end Environmental Health specialists inspect food establishments countywide to ensure laws protecting public health are met.

Improving the food service operator's understanding and knowledge of safe food handling practices is of paramount importance. This guide has been developed to assist the operator in determining the current status of their operation and provide the information needed to improve all aspects of food storage, handling, preparation and service. Food safety is an important component of any food operation and can impact the safety of the public. Customers expect food establishments to prepare their food safely. The operation of food establishments is dependent on the safe practices of food handlers. Good training is the foundation upon which food establishments can continue to provide quality, safe food for the public. The success of improvements in food production, processing, preparation and storage practices can be measured through the reduction in outbreaks of foodborne illnesses. Through a committed partnership with the food industry we can achieve a greater protection of public health.

The Division of Environmental Health Services is committed to providing the highest quality service to both the food industry and the public. This commitment extends to improving public health services in all areas of environmental health.



Daniel J. Avera
Division Chief

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Introduction

The Retail Food Inspection Guide provides information to the food service operator on matters related to the Official Inspection Report, the scoring and grading system, the retail food inspection process, and common terminology used by the Food Inspection Program. This guide serves not only as a reference booklet but also as an educational tool to assist the food service operator in self-assessment.

The Official Inspection Report (OIR) is used both to document the violations observed in the establishment and to calculate the final score/grade based on those violations. To facilitate understanding of how grades will be posted, a sample of the Grade Card (Inspection Summary Report) along with explanations of how it is to be marked and posted have been included. To assist the operator in understanding the inspection report, this guide provides detailed information on each category along with some examples of the most common violations that would meet these criteria. In addition, pertinent sections of the California Uniform Retail Food Facilities Law and San Bernardino County Code are provided as well as procedures to assist in compliance with the law.

In order to maintain and operate a food establishment in compliance with the law and to prepare for the inspection process, a self-inspection guide has been included. This guide assists the operator or manager to complete an inspection using the same criteria as Environmental Health Services. The final section of this guide provides contact information regarding the San Bernardino County Environmental Health Services Division as well as local, state, and federal government agencies and programs.

It is important to remember when using this document that it is a reference tool. As with all reference material, information changes. The scientific community constantly provides enforcement agencies with new and updated information; laws and policies are subject to change based upon the public health need; and risk assessment must constantly be reviewed to ensure program effectiveness. Therefore, this document is subject to change to keep pace with current developments. DEHS will make all efforts to ensure the food service industry is aware of significant changes in a timely manner.

If there are questions regarding the inspection report, actions by the health inspector or the Division, or any applicable law or regulation, please contact Environmental Health Services. The health inspector, supervisor and local office are available to provide assistance upon request.

Common Terminology

The following terms are intended to assist the operator in using this Retail Food Inspection Guide.

Approved Source is a producer, manufacturer, distributor, or other food facility that is properly licensed or permitted by a local, state or federal agency.

California Uniform Retail Food Facilities Law (CURFFL) is part of the California Health and Safety Code addressing the regulation of food establishments.

Cross Contamination is the transfer of harmful microorganisms from one food to another. Microorganisms may be transferred from contaminated equipment, utensils, and human hands to other food. Microorganisms may also be transferred when raw meat or poultry are stored or thawed above other food. (During storing or thawing, raw meat/poultry juices may drip on food below.)

Diligent Preparation is a process in which a food handler is actively engaged in the preparation of a food item.

HACCP Plan is a written document that details the formal procedures for following the Hazard Analysis Critical Control Point (HACCP) principles that were developed by the National Advisory Committee on Microbiological Criteria for Foods.

Inspection Summary Report (ISR) is the letter grade placard that will be placed in the window or another approved location by the health inspector after a routine or re-score inspection.

Notice of Closure is a placard that will be posted by the health inspector at a food establishment when the establishment's health permit is suspended or revoked. Once a Notice of Closure has been issued the food establishment is required to discontinue all operations. The Notice of Closure will be posted in the front window or in a location approved by the health inspector. Removal of the Notice of Closure by anyone other than the health inspector or the refusal of a food establishment to close when issued a "Notice of Closure" is a violation of San Bernardino County Code (S.B.C.C.) Section 33.1404.

Potentially Hazardous Food (PHF) is food that is capable of supporting the rapid and progressive growth of microorganisms that may cause foodborne illness. Examples include: protein food (meat, poultry, seafood, eggs), dairy products (cheese, milk), and cooked vegetables.

Revocation is an action taken by the Environmental Health Services Division to order an establishment permanently closed.

Sherman Food Drug and Cosmetic Act is part of the California Health and Safety Code addressing labeling, advertising and pure food.

Suspension is an action taken by the Environmental Health Services Division to order an establishment temporarily closed.

Voluntary Condemnation and Destruction (VC&D) is the action taken to allow the operator to voluntarily dispose spoiled, adulterated or unsafe food.

Centers for Disease Control Risk Factors

According to Centers for Disease Control (CDC), the following factors contribute to foodborne illness. The numbers add up to more than 100% because more than one of the contributing factors are usually implicated in foodborne illness outbreaks.

- 63% Inadequate Cooling and Cold Holding Temperatures
- 29% Preparing Food Ahead of Planned Service
- 27% Inadequate Hot Holding Temperatures
- 26% Poor Personal Hygiene/Infected Persons
- 25% Inadequate Reheating
- 9% Inadequate Cleaning of Equipment
- 7% Use of Leftovers
- 6% Cross Contamination
- 5% Inadequate Cooking or Heat Processing
- 4% Containers Adding Toxic Chemicals
- 2% Contaminated Raw Ingredients
- 2% Intentional Chemical Additives
- 1% Incidental Chemical Additives
- 1% Unsafe Sources

The health inspector primarily focuses on the above critical risk factors when conducting routine inspections of food establishments in an effort to reduce risk of foodborne illness.

Understanding the Inspection Process

Routine Inspections are conducted twice annually and are unannounced. The inspector conducts an in-depth evaluation of the establishment operation and records deficiencies on the OIR by marking the major or minor box for each respective violation. The violation points are summed and subtracted from 100. A corresponding letter grade is issued to the establishment at the conclusion of the inspection.

Reinspections are follow-up inspections initiated by the inspector when the routine inspection reveals serious or repeat violations at the establishment.

Re-reinspections are inspections conducted by the health inspector to address serious or repeat violations not corrected at the first reinspection. These inspections incur an additional charge to the food establishment.

Complaints/Reports of Foodborne Illness are investigated by the inspector as they are received. These investigations are generally not scored and may require follow-up inspections if violations are found.

Closures are actions taken against the establishment most often due to low scores (below 70); failure to maintain at least a “B” rating at a re-score inspection; and any other hazard creating an immediate danger to public health. An establishment that is ordered to close will have a closure sign posted by the health inspector.

Re-score Inspection is a routine inspection requested by the owner of an establishment in order to have the establishment re-scored. Establishments receiving less than a “B” rating are required to have a re-score inspection. The inspection will incur an additional charge to the establishment. ***Requesting a re-score inspection is not a guarantee of receiving a higher score or grade.***

Understanding the Official Inspection Report

Environmental Health Services is responsible for enforcing the San Bernardino County Code (SBCC) and sections of the California Health and Safety Code (H&S). To ensure that each food establishment is in compliance with these regulations, the Environmental Health Specialist, who is more commonly referred to as the health inspector, conducts inspections. Any violation of the regulations is documented on the Official Inspection Report (OIR), which is issued by the health inspector at the conclusion of the inspection. This report is used for routine inspections, complaint/foodborne illness investigations and other Division inspections to indicate the food establishment's status as well as the deficiencies found at the time of the inspection.

The intent of the OIR is to recognize the varying degrees of risk to public health associated with violations of applicable laws, codes and regulations. The report contains two main parts, critical and noncritical violations. There are 28 violation areas, each of which is further divided into major and minor risk categories.

The OIR consists of 3 pages, a front page and two copies. Each page will have the same information on the front and back. The health inspector will retain two pages, while the remaining page will be issued to the operator. When completed, the OIR provides the food service operator with important information to identify areas within the operation that have the greatest potential for the spread of foodborne illness. As you read the description of the OIR, please refer to the actual document on the next two pages.

County of San Bernardino • Department of Public Health
ENVIRONMENTAL HEALTH SERVICES
FOOD PROGRAM OFFICIAL INSPECTION REPORT

www.sbcounty.gov/dehs

FACILITY NAME				DATE		SIGNATURE	
LOCATION						REINSPECTION DATE	PERMIT EXP
OWNER/PERMITTEE			PRINT NAME		TITLE	PHONE	
MAILING ADDRESS						REHS	
FA #			PR #		PE	SERVICE	
RESULT	ACTION		TIME IN			TIME OUT	
						CONT #	

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities, which must be corrected. The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit to operate should not be suspended or revoked. ()

Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional reinspection at a charge of \$52.00/hour. ()

CRITICAL VIOLATIONS: All critical violations pose an imminent risk to public health and have a direct correlation to foodborne illness(es). These items **MUST BE CORRECTED IMMEDIATELY.** APPL. LAW — CA Health & Safety Code/San Bernardino Co. Code (SBCC)

SCORE

TEMPERATURE CONTROLS					Major	Minor
1	Proper Holding Temp. of PHF - 113995, 113997, 114000, 114003				OF2 6	OF3 3
2	Proper Cooking Temperatures - 113996				OF4 6	OF5 3
3	Proper Reheating of PHF - 113998				OF6 5	OF7 3
4	Proper Cooling of PHF - 114002				OF8 5	OF9 3
5	Proper Thawing / Frozen Food Handling - 114085				OF10 3	OF11 2
6	Diligent Preparation/Time Only Control - 113995				OF12 3	OF13 2
FOOD PROTECTION					Major	Minor
7	Food Protected From Contamination, Adulteration, Spoilage, Proper Storage - 114003, 114010, 114070, 114080				OF24 5	OF25 3
8	Food From an Approved Source, Harvest Tags. - 113980, 114015, 114003				OF26 5	OF27 3

FOOD HANDLER / FACILITY CONDITION			Major	Minor
9	Proper Employee Hygiene - 114020, 114022	OF34	6	OF35
10	Handwashing Sink/Supplies - 114115, 114190	OF36	3	OF37
11	Unsanitary Food Facility Conditions - 114050	OF38	4	OF39
12	Vermín Infestation - 114003, 114010, 114030, 114040, 114080	OF40	4	OF41
13	Wastewater Disposal & Plumbing - 114100, 114165	OF42	3	OF43
WATER / SANITIZING			Major	Minor
14	Proper Manual Sanitizer / Proper Sanitizing of Utensils & Equipment - 114060, 114090	OF54	4	OF55
15	Proper Sanitizing of Food Contact Surfaces - 114090, 114160	OF56	4	OF57
16	Potable Water Supply / Hot Water (120°F) - 114095	OF58	4	OF59

NON-CRITICAL VIOLATIONS: All non-critical violations may pose a risk to public health. These violations must be corrected before the next routine inspection or as specified by the inspector.

CERTIFICATION / PROTECTION / EQUIPMENT / UTENSILS		Major	Minor
17	Managers Food Safety Certification, Food Worker Certification, Permit - 113716, 113920, (SBCC 33.0410, 33.044)	OF66	3 OF67 2
18	Sherman Food & Drug / Labels / HACCP - 114055,114056, 114003,114057, 110660-110805, 111200- 111220, 110370	OF68	3 OF69 1
19	Sneeze Guard Protection - 113980, 114080	OF70	2 OF71 1
20	Probe and Refrigerator Thermometers - 113995	OF72	3 OF73 1
21	Employee Personal Items, Employee Changing Room, Sleeping Quarters - 114135, 114175	OF74	3 OF75 1
22	Equipment / Utensils; Storage, Cleanliness, Condition - 114050, 114065, 114090	OF76	3 OF77 1

STRUCTURAL / RESTROOMS / JANITORIAL / SIGNS		Major	Minor
23	Floors / Walls / Ceiling Clean & In Good Repair & Vermin Exclusion - 114145, 114150, 114155, 114050	OF82	3 OF83 1
24	Adequate Lighting and Shatter Guards -114170	OF84	2 OF85 1
25	Exhaust System Clean and In Good Repair - 114050, 114140	OF86	2 OF87 1
26	Restrooms Clean and In Good Repair - 114105, 114140 (SBCC 33.048)	OF88	2 OF89 1
27	Chemical Use / Storage, Janitorial Closet, Mop Sink, Waste Disposal - 114025, 114035, 114165	OF90	2 OF91 1
28	Proper Signs / Exclusion of Live Animals - 114021, 114045, 113946	OF92	2 OF93 1
29	Other Violation	OF94	0 OF95 0

[illegible]

SUMMARY OF THE CORRESPONDING LAWS AND REGULATIONS FOR THE VIOLATIONS LISTED ON THE FRONT SIDE OF THIS FORM.

THIS SUMMARY PAGE LISTS THE GENERAL REQUIREMENTS FOR EACH ITEM. CITED NUMBERS REFER TO CORRESPONDING SECTIONS IN THE CALIFORNIA HEALTH AND SAFETY CODE OR COUNTY ORDINANCE. SECTION REFERENCES MAY BE COMPLETE/ PARTIAL OR PARAPHRASED. THE DEPARTMENT MAY CITE ADDITIONAL SECTIONS AS NEEDED.

TEMPERATURE CONTROLS

- 1. Proper Holding Temperatures.** Potentially hazardous foods (PHF) shall be held at or below 41°F or above 135°F (113995, 113997).
- 2. Proper Cooking Temperatures.** Comminuted meat, or any food containing comminuted meat, shall be heated to 157°F or 155°F for 15 seconds. Eggs, and foods containing raw eggs, shall be heated to 145°F. Pork shall be heated to 145°F. Poultry, comminuted poultry, stuffed fish, and stuffed meat / poultry shall be heated to 165°F (113996).
- 3. Proper Reheating of PHF.** Any potentially hazardous food cooked, cooled and reheated for hot holding or serving shall be heated to 165°F (113998).
- 4. Proper Cooling of PHF.** All potentially hazardous food shall be RAPIDLY cooled from 135°F to 70°F, within 2 hours, and from 70°F to 41°F, within 4 hours. Approved cooling methods include: cooling food in shallow, heat-conducting pans; separating food into smaller portions; using rapid-cooling equipment; adding ice as an ingredient; inserting containers in an ice bath while stirring frequently (114002).
- 5. Proper Thawing / Frozen Food Handling.** Food shall be thawed by the following methods: in a refrigeration unit; under cold, running, potable water for a period not to exceed two hours; in a microwave oven; or, as part of cooking process. Frozen food that has been thawed shall be cooked or otherwise processed before it can be refrozen (114085).
- 6. Diligent Preparation/Time Only Control.** When using time only, as the public health control for potentially hazardous food, all of the following conditions are to be met: (a) Food shall be marked to indicate the time when four hours has passed after the food is removed from temperature control. (b) Food shall be cooked and served, served if ready-to-eat, or discarded, within four hours after the food is removed from temperature control. (c) Food in unmarked containers, or marked to exceed a four-hour time limit shall be discarded. (d) Approved, written procedures for time only control shall be maintained in the food facility and made available to the enforcement agency. (113995)

FOOD PROTECTION

- 7. Food Protected from Contamination, Adulteration, Spoilage, Proper Storage.** Food shall be inspected upon receipt for signs of spoilage, contamination and randomly checked for adherence to the temperature requirements set forth in section (113995, 114003). All food shall be manufactured, produced, prepared, packed, stored, displayed, served etc. so as to be pure, free from contamination, adulteration and spoilage and shall be from an approved source (114010). Suffices shall not be added to PHF (114070). All food must be stored in an approved facility. Stored food shall be covered, protected and kept free from contamination. Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" off the floor on approved shelving. Food shall be displayed, shielded and dispensed in a manner that protects the food from contamination (114080).
 - 8. Food From an Approved Source, Harvest Tags.** All food shall be obtained from an approved source (113980). No unpackaged food that has been served shall be reserved or used for preparing other food. No food prepared or stored in a private home shall be stored or sold in a food facility (114015). Shellfish tags must be maintained for at least 90 days (114003).
- FOOD HANDLER / FACILITY CONDITION**
- 9. Proper Employee Hygiene.** No employee shall commit any act that may result in the contamination or adulteration of food, food contact surfaces, or utensils. All employees preparing, serving, or handling food or utensils shall wear clean, outer garments. All employees shall wear hairnets, caps or other suitable coverings to confine all hair when required to prevent the contamination of food, equipment, or utensils. Employees are required to wash their hands: before beginning work; before handling food / equipment / utensils; as often as necessary, during food preparation; to remove soil and contamination; when switching from working with raw to ready to eat foods; after touching body parts; after using toilet room; or any time when contamination may occur. Gloves shall be worn if an employee has cuts, sores, and rashes. Employees with the potential for disease transmission shall be excluded from the food facility / preparation of food (114022).
 - 10. Handwashing Sinks / Supplies.** All handwash sinks shall be provided with hot/cold water under pressure, fully stocked soap and towel dispensers/hot air blowers. Food establishments built after 1995 shall have fully operational and accessible hand wash sink in food preparation areas (114115).
 - 11. Unsanitary Food Facility Conditions.** All food facilities, utensils and equipment and facilities shall be clean, fully operative and in good repair (114050).
 - 12. Vermin Infestation.** Food shall be prepared, stored, transported, and sold so as to be protected from vermin (114010). Food facilities shall be constructed and maintained so as to prevent the entrance and harborage of animals, birds, and vermin (114030). Premises must be kept clean and free from litter, rubbish, and vermin such as rodents (rats, mice), cockroaches, flies, etc. (114040).
 - 13. Waste Water Disposal & Plumbing.** All liquid waste must drain to an approved fully functioning, approved sewage disposal system. All plumbing shall be installed in compliance with local plumbing ordinances and shall be maintained in good repair and fully operational. All steam tables, ice machines, food preparation and utensil washing sinks, and other such equipment shall drain through an air gap into a floor sink or as otherwise approved (114100).

WATER / SANITIZING

- 14. Proper Manual Sanitizer / Proper Sanitizing of Utensils & Equipment.** Manual sanitization shall be by contact with 100 ppm of chlorine for 30 seconds; 200 ppm of quaternary ammonium for 60 seconds; 25 ppm of iodine for one minute; or contact with water of 180°F for 30 seconds. Provide appropriate testing equipment/ materials to monitor sanitizer level (114060). All food preparation establishments shall have a 3-compartment sink with two integral drain boards. Multiuse consumer utensils shall be cleaned by one of the following means: 1) Hand wash using a 3-compartment sink with two integral drain boards: wash in hot water with cleanser; rinse in clean hot water; rinse in final sanitizing solution; or 2) machine wash, followed by a hot water (180°F) or a sanitizing rinse with an approved sanitizer concentration. Food-contact-surfaces / utensils shall be cleaned and sanitized each time there is a change in processing, between different raw animal products, produce and ready-to-eat foods, and at least every 4 hours (114060, 114090).
- 15. Proper Sanitizing of Food Contact Surfaces.** Wiping towels used to wipe preparation/service counters, food contact equipment etc. shall be used only once unless stored in clean water with an approved sanitizer (e.g. one tablespoon of bleach in one gallon of water)(114060, 114090).
- 16. Potable Water Supply / Hot Water (120° F).** An adequate, protected, pressurized, potable supply of hot water (120°F) and cold water shall be provided at all times. The potable water supply shall be protected with a backflow or back siphonage device, as required by applicable plumbing codes (114095).

FOOD HANDLERS / PROTECTION EQUIPMENT / UTENSILS

- 17. Managers Food Safety Certification.** Each facility shall have an owner or employee who has successfully passed an approved food safety certification examination. The certificate shall be retained on site and made available for inspection by the health enforcement officer. A certificate shall expire three years from the date of original issuance (113716).

Food Worker Certification. No person shall work or allow the employment of any person as a food worker unless the food worker possesses an unexpired, unrevoked, unsuspended food worker or food service manager certificate (County Code 33.0410). A valid operational permit is required for any food related retail or wholesale activity (33.044).

- 18. Sherman Food & Drug / Labels / HACCP.** All prepackaged foods are to be labeled with the Company name/address, common name of the product, ingredients (in descending order), the net weight or numerical count of the product and the statement "Perishable Keep Refrigerated" for refrigerated PHF (110370, 110660-110805). PHF that are packaged by the food facility in oxygen-reduced atmosphere or have been partially cooked and sealed in any container shall be plainly date coded (114057). Food facilities may operate pursuant to a HACCP plan with a minimum of one person per shift who is knowledgeable in the HACCP plan(s) and is responsible for adherence to any HACCP plan used. Any HACCP plan that uses time, water activity or acidification to assure the safety of potentially hazardous food shall not be implemented without prior approval by the enforcement agency (114056).
- 19. Sneezeguard Protection.** All food shall be protected from contamination (113980). Salad bars, buffet type food service, and other ready to eat food shall be shielded so as to intercept a direct line between the customer's mouth and the food being displayed (114080).
- 20. Probe and Refrigerator Thermometers.** An accurate thermometer shall be provided for each refrigeration unit located in the warmest part of the unit. An accurate probe thermometer suitable for measuring the temperature of food shall be readily available and shall be used to monitor cooking and holding temperatures (113995).
- 21. Employee Personal Items, Employee Changing Room.** An approved room or area shall be provided for employees to change and store clothes and other personal items separate from toilets, food/utensil storage, food preparation, and utensil washing. Personal effects shall not be stored in any other area on the premises (114135). No sleeping accommodations shall be maintained in any room where food or utensils are stored (114175).
- 22. Equipment / Utensils; Storage, Cleanliness, Condition Equipment.** Food contact surfaces and utensils shall be cleaned and sanitized. If used with potentially hazardous food equipment, food contact surface and utensils shall be cleaned and sanitized at least every four hours. Utensils and equipment shall be handled and stored so as to be protected from contamination (114090). All utensils and equipment shall be approved, installed properly, and meet applicable standards (114065, 114090).

STRUCTURAL / RESTROOM / JANITORIAL / SIGNS

- 23. Floors / Walls / Ceiling in Good Repair & Enclosed.** Each food establishment shall be fully enclosed with approved floors, walls, and ceiling. Delivery doors are to be equipped with an operational air curtain that engages when the door is opened. (114145) Floor, wall and ceiling surfaces shall be smooth, durable in construction, nonabsorbent and washable. Ceilings and walls must also be light in color (114145, 114155). All food facilities shall be kept clean and in good repair (114050).
- 24. Adequate Lighting and Shatter Guards.** Adequate lighting shall be provided in all areas to facilitate cleaning and inspection. Light fixtures in areas where open food is stored, served, prepared, and where utensils are washed shall be of shatterproof construction or protected with light shields (114170).
- 25. Exhaust System Clean and in Good Repair.** Exhaust hoods and filters shall be properly installed, maintained clean, and in good repair (114050). Exhaust hoods shall be provided to remove toxic gases, heat, grease, vapors and smoke and be approved by the local building department. Canopy-type hoods shall extend 6" beyond all cooking equipment. All areas shall have sufficient ventilation to facilitate proper food storage (114140).
- 26. Restrooms Clean and in Good Repair.** Clean toilet facilities in good repair for employee use shall be provided in all food establishments. Toilet facilities shall have self-closing doors. Toilet rooms shall not be used for storage of food, equipment or supplies. Toilet tissue shall be provided at each toilet (114105). Hand washing facilities shall be provided within or adjacent to toilet rooms and shall be equipped with hot and cold running water, hand washing soap and disposable towels or hot air blowers (114120). Toilet rooms shall be vented to the outside air by a screened operable window, an air shaft, or a light-switch-activated exhaust fan, consistent with local building codes (114140). Every food facility or other place where food, beer, or alcoholic liquor is sold for consumption on the premises shall have both a women's and men's restroom that is well maintained and accessible (33.048).
- 27. Chemical Use / Storage, Janitorial Closet, Mop Sink, Waste Disposal.** Only those pesticides that are specifically approved for use in a food facility may be used. All poisonous substances, cleaning compounds and all injurious or poisonous materials shall be stored in labeled containers and shall be stored in a manner that is not likely to cause contamination of food (114025). Each food facility shall be provided with equipment necessary to store and dispose of waste. All food waste shall be kept in leak proof and rodent proof containers covered by close fitting lids. Outside Trash containers shall be covered during periods of operation. Food waste and rubbish shall be frequently disposed of in a sanitary manner (114035). A separate area away from food shall be provided for the storage of cleaning equipment and supplies. A janitorial sink or mop basin shall be provided for general cleaning purposes and for the disposal of mop bucket wastes and other liquid wastes (114165).
- 28. Proper Signs / Exclusion of Live Animals.** The employer shall post and maintain a conspicuous sign in each toilet room to direct employees to thoroughly wash hands after using the toilet (114021). No live animal, bird, or fowl shall be kept or allowed in any food facility. The exception is when a handicapped or licensed person in a public area accompanies a guide dog, signal dog or service dog (114045). The food facility shall post a notice advising customers that a copy of the most recent inspection report is available on site for review (113946).

ENVIRONMENTAL HEALTH SERVICES OFFICES

Central Valley Region

San Bernardino (909) 387-3047
385 N. Arrowhead Ave., 2nd Floor

East Valley Region

San Bernardino (909) 387-4608
Redlands (909) 798-8526

West Valley Region

Ontario (909) 458-9673
1647 E. Holt Blvd.

Desert Region

Victorville (760) 243-3773
13911 Park Ave.


Barstow (760) 256-4736

Mountain/ Plan Check Region

San Bernardino (909) 387-0214
Ontario (909) 458-9673
Victorville (760) 243-3773
Twin Peaks (909) 336-0671

Understanding Your Grade

The purpose in performing food inspections is to protect the public by reducing and preventing incidents of foodborne illness. The Division of Environmental Health Services employs the grading system as an indicator that the public can use to determine the standing of an establishment in conforming to current health and safety requirements. Violations on the OIR have been assigned a specific point value based on the associated public health risk. ***The grade or score the food establishment receives reflects the status of the food establishment at the time of the inspection only.*** Each food inspection begins with 100 points. As the health inspector conducts the inspection, violations found are marked on the corresponding box of the OIR. The point value from each marked violation is summed and this total is then deducted from the initial 100 points. Letter grades are assigned based on the establishment's score as indicated in the chart below. *Letter grades will be posted in food establishments located in the unincorporated areas of San Bernardino County and on a voluntary basis by establishments within cities who have not adopted the ABC Grading Ordinance.*

Beginning of the Inspection	100 points
Total Points Deducted	- 
Remaining Points	= Score

90 to 100 points	A	Generally superior in food handling practices and overall food establishment maintenance and sanitation.
80 to 89 points	B	Generally acceptable in food handling practices and overall food establishment maintenance and sanitation.
70 to 79 points	C	A re-score inspection is required to improve food handling practices and overall general food establishment maintenance and sanitation.
0 to 69 points	Score & Closure	Generally poor food handling practices and overall food establishment maintenance and sanitation.

At the conclusion of the routine inspection, the Environmental Health Inspector will place a placard containing the grade and a summary of the inspection (ISR) in the establishment's window or other approved location.

If a food establishment receives an **“A” grade**, there will be no re-score inspection required.

If a food establishment receives a **“B” grade**, there will be no re-score inspection required. However, if an operator wishes the opportunity to improve the grade but does not want to wait for the next visit by the inspector, a re-score inspection can be requested. The re-score inspection will incur a charge for the time required to perform the evaluation.

If a food establishment receives a **“C” grade**, the violations must be corrected *and* the food establishment must file a written request for a re-score inspection within 30 days of receiving the OIR to avoid closure of the food establishment. The health inspector will conduct the re-score inspection within 10 business days after receiving the written request from the food establishment and then post the resultant grade. DEHS will close a food establishment that does not receive at least a “B” grade on the re-score inspection.

If a food establishment receives a **score below 70, no grade will be issued**. A Notice of Closure will be posted and the establishment will be closed for a period of no less than **24 hours**. Such a establishment must request a re-score inspection and obtain at least a “B” grade to reopen.

There may be other situations as determined by your health inspector that would make it necessary for the operation to immediately close. Any food establishment found to pose an immediate danger to the public’s health and safety would be closed. Regardless of an establishment’s grade or score, if an immediate danger exists, the establishment will be ordered to close. Examples of an immediate danger would include sewage backup, no hot water, power or water outages or the presence of cockroach or rodent infestations.

When a food establishment is closed, the Public Health Permit is suspended and the health inspector posts a “Notice of Closure” in an approved location. The Notice of Closure is to remain posted until removed by the health inspector.

An establishment that has been closed may request a re-score inspection, or a hearing to show cause why the permit suspension should be lifted or why the establishment permit should not be revoked.

Each food establishment is required to maintain a copy of the most recent scored inspection report in the establishment and available for public review upon request.

Understanding the Inspection Summary Report (ISR) Or Grade Card

The ISR will display information in addition to the letter grade. The health inspector marks the ISR as follows:

The box marked “**No Corrective Action Required**” is checked when *no* violations are documented on the OIR.

The box marked “**Corrective Action Required in the Following Areas**” is checked when violations *are* documented on the OIR.

Directly below this section are several categories of violations that have corresponding check boxes. These boxes will be checked only when major violations are documented on the OIR. When only minor violations are found during an inspection the inspector will write, “minor violations observed” in the comments section. The following table will be used to determine what OIR violations correspond to the categories found on the ISR.

Food Handling - Checked for OIR violation #17
Food Temperature - Checked for OIR violation #1, 2, 3, 4, 5, and 6
Food Storage - Checked for OIR violation #7 and 19
Food Source and Labeling - Checked for OIR violation #8 and 18
Water Supply and Temperature - Checked for OIR violation #16
Utensil Washing and Sanitizing - Checked for OIR violation #14
Employee Practices - Checked for OIR violations #9 and 21
Equipment Sanitation - Checked for OIR violation #15
Equipment Maintenance - Checked for OIR violation #20, 22 and 25
Facility Sanitation - Checked for OIR violation #11 and 27
Facility Maintenance - Checked for OIR violation #10, 23, 24 and 28
Restrooms - Checked for OIR violation #26
Pest Control - Checked for OIR violation #12
Waste Management - Checked for OIR violation #13



Inspection Summary Report

For: _____

Address: _____



GRADE

A

☐ **NO CORRECTIVE ACTION REQUIRED**

☐ **CORRECTIVE ACTION REQUIRED IN THE FOLLOWING AREAS:**

- ☐ Food Handling
- ☐ Food Temperature
- ☐ Food Storage
- ☐ Food Source & Labeling
- ☐ Water Supply & Temperature
- ☐ Utensil Washing & Sanitizing
- ☐ Employee Practices

- ☐ Equipment Sanitation
- ☐ Equipment Maintenance
- ☐ Facility Sanitation
- ☐ Facility Maintenance
- ☐ Restrooms
- ☐ Pest Control
- ☐ Waste Management

Comments: _____

**A COMPLETE INSPECTION REPORT CAN BE VIEWED AT THIS FACILITY, UPON
REQUEST AND IS AVAILABLE AT THE HEALTH DEPARTMENT**

TAMPERING OR REMOVAL OF THIS REPORT IS A VIOLATION OF S.B.C.C. § 33.1406(c)

ENVIRONMENTAL HEALTH SPECIALIST

DATE

ENVIRONMENTAL HEALTH SERVICES OFFICES

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How Violations Are Identified

1. Proper Holding Temperature of PHF CURFFL 113995, 113997, 114000, 114003

Major Violations:

Improper holding of Potentially Hazardous Food (PHF) between 50°F and 125°F.

Minor Violations:

PHF temperature at improper holding from 42°F to 49°F, or from 126°F to 134°F.

Food should be evaluated for time/temperature criteria prior to embargoing, or conducting a voluntary condemnation and destruction. With all temperature situations, time is also a factor.

*Rare roast beef (i.e. prime rib) when cooked appropriately and held at 130° F with appropriate checks on temperature (cooking and holding) and time may not be considered a violation.

*The REHS can still exercise judgment in the case where food is left out for excessive periods, e.g. over four hours, in the minor violation range. If food is being prepared or handled pursuant to a HACCP plan or if time is used as a public health control, temperatures may be found outside the established range.

Exceptions in CURFFL as of January 1, 2002 are foods that should be held at 45°F or below.

Examples:

- Unshucked live molluscan shellfish
- Potentially hazardous food held for dispensing in serving lines and salad bars during periods not to exceed 12 hours in any 24-hour period
- Pasteurized milk and pasteurized milk products in original, sealed containers
- Raw shell eggs not qualifying for exemption as described in section 113997

2. Proper Cooking Temperatures CURFFL 113996

Major Violations:

PHF is cooked to temperatures less than required by CURFFL (unable to meet required cooking temperatures).

Inadequate customer notification of food containing raw or less than thoroughly cooked eggs/ground meat/poultry/pork/veal/beef/lamb/fish/seafood.

Example:

- Dressing or sauce containing raw unpasteurized egg that is not disclosed orally or in writing

This shall not apply to PHF that is cooked to less than CURFFL specifications at the consumer's request.

3. Proper Reheating of PHF CURFFL 113998

Major Violations:

PHF not reheated to 165°F for hot holding.

Example:

- Leftover PHF found being reheated in a steam table

Minor Violations:

N/A

* Exceptions in CURFFL per section 113998. Any PH ready-to-eat food taken from a commercially processed, hermetically sealed container, or from an intact package from a food processing plant that is inspected by the food regulatory authority, shall be heated to a temperature of at least 135°F for hot holding. A minimum temperature shall not be required if the food described is prepared for immediate service.

4. Proper Cooling of PHF CURFFL 114002

Major Violations:

Any PHF not cooled according to CURFFL specifications as indicated.

Example:

- Beans measure 110°F, cooling in a deep container in the refrigerator

Minor Violations:

PHF cooled using incorrect practices but discovered by inspector while temperatures are still in a safe range.

5. Proper Thawing/Frozen Food Handling CURFFL 114085

Major Violations:

Improper thawing of PHF.

Examples:

- PHF found thawing in standing water
- PHF found thawing at ambient room temperature

Food should be evaluated for time/temperature criteria prior to embargoing, or conducting a voluntary condemnation and destruction.

Minor Violation:

Raw food found thawed and refrozen without being cooked or otherwise processed.

Example:

- Bulk raw chicken pieces that have been thawed, individually packed and refrozen

Food found defrosting improperly but still below 41°F at time of observation.

6. Diligent Preparation/Time Only Control CURFFL 113995

Major Violations:

When time only, rather than time in conjunction with temperature, is used as the public health control for a working supply of potentially hazardous food before cooking, or for ready-to-eat potentially hazardous food that is displayed or held for immediate consumption.

Examples:

- The food is marked or otherwise identified to indicate the time that is four hours after the time when the food is removed from temperature control
- The food is cooked and served, served if ready-to-eat, or discarded, within four hours after the time when the food is removed from temperature control
- Food is in a marked container or package, or is marked so as not to exceed a 4-hour time limit
- Written procedures that ensure compliance with this paragraph and section 114002 for food that is prepared, cooked, and refrigerated before time is used as a public health control are maintained in the food establishment and made available to the enforcement agency upon request

Minor Violations:

N/A

7. Food Protected from Contamination, Adulteration, Spoilage, Proper Storage
CURFFL 114003, 114010, 114070, 114080

Major Violations:

Adulterated/Contaminated Food.

Examples:

- Any food products that are adulterated and pose an immediate risk of injury or illness. *The inspector should document why the food is adulterated.*
- Physical or chemical contamination of food (i.e. sulfites)
- Foreign object found in food product
- Rodent or insect contaminated food product
- Marinating spoiled meat, or dipping spoiled meat in blood to conceal spoilage
- Contamination by chemical substance or excessive food additives
- Processing food outdoors
- Employee handling ready-to-eat food without washing hands after handling raw meat
- Obvious cross contamination between raw and ready-to-eat food
- Commingling of shellfish/improper wet storage of shellfish
- A gross contamination to food contact surfaces
- Washing hands/utensil over food
- Preparation/storage of food in unclean sinks used to defrost meats or preparation/storage of food in a mop sink
- Damaged canned goods found to be leaking or that have been adulterated

Minor Violations:

Improper food storage methods:

Examples:

- Canned food products with dented seams
- Uncovered containers of prepared food where overhead contamination potential exists
- Double stacking food inside refrigerators without adequate covers
- Food stored outside the food establishment
(See CURFFL section 114145 for exemptions, i.e. beverage bars, dining areas, open air BBQ's etc.)
- Food stored less than 6" off the floor
(Large or bulky containers and dollies, racks, and pallets are acceptable alternatives if easily moveable)
- Food stored in unapproved interior areas of the food establishment
- Linens used as basket liners not laundered between customers
- Bulk food containers without labels identifying common name of food
- Lack of approved scoops used for dispensing bulk food
- Raw meat over ready-to-eat food but no contamination observed
- In-use food utensil(s) stored improperly, such as not under running water, not cleaned/sanitized every 4 hours, etc.
- Plastic shopping bags used for food storage
- Using an unapproved rubber mat or cloth under the cutting board
- Storing acidic food in open tin cans
- Food stored in unapproved containers
- Potential contamination of food as a result of proximity to the splash area of sinks

8. Food from an Approved Source, Harvest Tags CURFFL 113980, 114015, 114003

Major Violations:

Food that has been determined to be from an unapproved source.

Examples:

- Shellfish harvested from unapproved waters
- Animal from a personal hunting trip served
- Food received at food establishment from an unpermitted establishment (private homes)

Food that has been previously served to a customer and then re-served to a different customer or the food is used for preparation of another dish.

Example:

- Re-served tortilla chips or re-served steamed rice used in the preparation of fried rice

Minor Violations:

Failure to maintain shellfish certification tags/records for 90 days from receipt.

**9. Proper Employee Hygiene
CURFFL 114020, 114022**

Major Violations:

Employee has cuts, rashes, and sores that are likely to transmit diseases while performing their duties.

Handling food with bandage/open wound on the hand without approved covering and gloves.

Employees fail to wash their hands as required.

Examples:

- Food handler fails to wash hands after returning from a nonfood related activity
- Employee observed to have dirty hands and nails
- Employee touches any body part and resumes handling food

Employees engage in such activities such as smoking in the food preparation area, licking fingers, touching mouth, touching nose, and picking ears, expectorating, or touching hair.

Observation of an employee working while sick.

Improper glove usage leading to contamination of food products.

Example:

- Failure to replace gloves after handling raw animal products

Minor Violations:

Improper glove usage.

Example:

- Artificial nails worn, but no gloves being used

Employee observed eating/drinking in the work area.

Employee drinks found on a preparation table or other food contact surface.

Indications of eating, drinking and/or smoking in unapproved areas.

Example:

- Cigarette butts found on the floor at the cook's station

Lack of clean, washable outer garments or other clean uniforms.

Inadequate hair confinement.

Example:

- Lack of approved hair restraints

Multiple/uncleanable rings worn by food handler.

10. Handwashing Sink/Supplies CURFFL 114115, 114190

Major Violations:

Lack of handwashing sink(s).

Example:

- Handwashing sink removed after final walk-through inspection by Plan Check

No running water at handwashing sink(s).

No hot/tempered water at the handwashing sink(s).

Lack of soap/towels/drying device at the handwashing sink(s)

Examples:

- Missing/empty/nonfunctional single service soap and/or towel dispensers
- Handwashing sink blocked/inaccessible
- Missing faucet and/or handle at sink

Minor Violations:

Bar soap being used.

Unapproved dispensers being used.

The premixing faucet does not stay on for the required 10-second minimum time.

11. Unsanitary Food Establishment Conditions CURFFL 114050

Major Violations:

Severe accumulation of filth (mold, debris, grime, etc.) that may lead to food contamination.

Minor violations:

Widespread accumulation of filth that does not pose a direct risk of food contamination.

12. Vermin Infestation CURFFL 114003, 114010, 114030, 114040, 114080

Major Violations:

Active heavy infestations of rodents, insects, birds, or fowl that have resulted in contamination of food contact surfaces or adulteration of food.

Evidence must be indicative of an active infestation.

One or more signs of an active infestation of rodents.

Example:

- Fresh droppings, gnaw marks, nesting, rub marks, or live rodents observed in a critical area(s) (food preparation, food storage, and utensil washing/storage areas)

Live cockroaches that indicate an active infestation throughout the critical areas.

Other vermin present that indicate an active infestation.

Example:

- Flies throughout the critical areas

Minor violations:

Evidence of rodent, cockroach, and/or insect activity that do not pose an immediate risk to the public's health and safety.

Examples:

- Observed holes and gaps with indication of old rodent activity such as nesting, material, dead rodent carcass, etc.
- Observed holes and gaps with evidence of cockroach harborage such as egg casings, dead cockroaches, fecal matter
- Old rodent droppings found under a storage shelf
- Flies observed in the noncritical areas
- Ants found on the floor in the storage room
- Flies and maggots observed in the dumpster area outside the establishment

13. Wastewater Disposal & Plumbing CURFFL 114100, 114165

Major Violations:

Sewage overflowing onto the floor inside or near the premises of a food establishment.

A cross connection.

Examples:

- An ice machine drain line directly connected to a sewer
- A hose attached to any fixture outlet that extends below the rim of any sink without an approved backflow prevention device
- A missing atmospheric vacuum breaker, on the discharge side of last control valve, for a garbage grinder flush system or mechanical dishwasher

Improper disposal of liquid waste.

Example:

- Disposing mop water into any sink instead of the janitorial sink

Minor Violations:

Lack of janitorial sink (except in preexisting establishments).

Improper sewage disposal system/practices.

Examples:

- Disposing liquid waste indirectly or directly into a storm drain, alleyway, parking lot, or other unapproved areas
- Washing down mats or grease filters in unapproved outside areas
- Reach-in refrigerator draining to a bucket/floor/pan
- Drain line without an air gap
- Slow draining/clogged floor sink (not overflowing)
- Flexible drain line used to discharge condensate from a refrigerator
- A drain line leak from any sink
- Leaking faucet at sink
- Uncapped drain line
- Atmospheric vacuum breaker not installed at least 6" above the highest point of water usage

14. Proper Guide Sanitizer/Proper Sanitizing of Utensils and Equipment

CURFFL 114060, 114090

Major Violations:

Violations that involve the inability or failure to sanitize multi-use utensils.

Lack of washing/sanitizing equipment.

Improper sanitizing of kitchen utensils.

Absence of soap or sanitizing solution or the inability to heat sanitize.

Examples:

- No detectable sanitizer during manual/mechanical dishwashing
- High temperature dish machine fails to reach a minimum temperature of 180°F at the manifold.

Minor Violations:

Improper sanitizer concentration.

Failure to sanitize probe thermometers before each use.

Lack of sanitizer test strips.

Lack of or inaccurate temperature gauges for heat sanitizing equipment.

15. Proper Sanitizing of Food Contact Surfaces

CURFFL 114090, 114160

Major Violations:

Improper cleaning and sanitizing of food contact surfaces.

Example:

- Failure to clean and sanitize food contact surfaces after processing raw meats and before handling ready-to-eat food

Storing towels in a bucket with excessively soiled water.

No measurable sanitizer in the bucket(s) used to hold wiping towels.

Multiple wiping towels used more than once for wiping food preparation surfaces, and not stored in a sanitizer solution bucket after each use.

Minor Violations:

Lack of sanitizer test strips (If cited above in #14, do not cite here).

Soap and sanitizer combined for use rather than used separately.

Clean linens are stored with dirty linens.

Soiled linens are not kept in designated containers.

Linens are found on the floor.

Failure to provide/store linens properly.

**16. Potable Water Supply/Hot Water (120°F)
CURFFL 114095**

Major Violations:

Food establishments that handle open food or multi-use utensils with hot water temperature of 110°F or less.

Food establishment lacks an adequate, potable, pressurized, protected supply of hot and cold water.

(Lack of hot water at a prepackaged establishment should result in a reinspection.)

Minor Violations:

Food establishments that handle open food or multi-use utensils with a water temperature of 111°F to 119°F.

Lack of potable water to a limited area at less critical locations within a food establishment permitted to sell open food.

No available potable water supply at the mop sink.

**17. Managers Food Safety Certification, Food Worker Certification,
Permit
CURFFL 113716, 113920, (SBCC 33.0410, 33.044)**

Major Violations:

Failure to provide a valid certified Food Manager.

(Establishment may have up to 60 days to comply under certain conditions as indicated in CURFFL section 113716 (b))

Failure to provide current Food Handling cards for >50% of food workers.

Workers shall obtain cards within 14 days of employment.
Failure to submit plans for the construction or remodel of a food establishment.
Operating without a valid health permit.
Operating beyond the limit of the original permit.

Minor Violations:

Food Manager certificate/Food Handling cards not available for review.
The approved seating capacity allowed by the permit has been exceeded.
Remodeling without submitting plans.

**18. Sherman Food & Drug/Labels/HACCP
CURFFL 114055, 114056, 114003, 114057, 110660-110805,
111200-111220, 110370**

Major Violations:

Food establishment fails to follow an approved HACCP plan when required.
Out-of-date baby formula being sold.
Multiple prepackaged foods not properly labeled.

Minor Violations:

Violations regarding truth in advertising.

Examples:

- Improper fat content in hamburger
- Menu item served is of lower or poorer quality than was advertised
- A product substitution (such as imitation crab instead of real crab)
- Previously frozen fish is advertised as “fresh”
- Advertising ground chicken product as a “chicken breast”

Bulk food containers are not labeled or are improperly labeled.

**19. Sneeze Guard Protection
CURFFL 113980, 114080**

Major Violations:

Failure to protect food/food utensils from droplet contamination.

Examples:

- Food displayed without a sneeze guard
- Utensils not being protected from contamination

Minor Violations:

Unapproved/inadequately constructed sneeze guard.
Cracked or soiled sneeze guard.

20. Probe and Refrigerator Thermometers CURFFL 113995

Major Violations:

No probe thermometer(s) available or in use.
50% or more of the required thermometers are missing or are nonfunctional.

Example:

- 4 refrigerators and 2 are missing thermometers

Minor Violations:

Thermometer(s) not readily visible.
Thermometers not in the warmest part of the refrigerator.
Thermometer is inaccurate ($>\pm 2^{\circ}\text{F}$).

21. Employee Personal Items, Employee Changing Room, Sleeping Quarters CURFFL 114135, 114175

Major Violations:

Living/sleeping quarters within the establishment.

Example:

- Bedding observed

Minor Violations:

Employee clothing/personal belongings stored outside designated areas.
Improper storage of employee personal food in refrigerators.
Changing room cluttered or unclean.
Changing room has been converted to another use.

22. Equipment/Utensils; Storage, Cleanliness, Condition CURFFL 114050, 114065, 114090

Major Violations:

Food held in inoperable hot/cold holding equipment.
Gross accumulation of grease, filth and/or food debris on food contact surfaces.

Example:

- Uncleanable cutting board with deep pits.

Widespread disrepair of equipment and utensils.

Minor Violations:

Utensils/equipment in disrepair.

Examples:

- Wrapping utensil handles with cloth, string or tape
- Broken/cracked handles on utensils
- Using a cup without a handle to dispense bulk food
- A cracked sink
- Chipped dishes and glassware
- Rusty shelving
- Missing refrigerator handle
- Inoperable ice machine
- Missing fan guards in refrigerators
- Unclean utensils/equipment
- Dirty utensils commingled with clean utensils
- Missing/dirty/moldy fan guard in refrigerators
- Dirty food storage containers
- Moldy refrigerator gaskets
- Floor sink soiled with food debris
- Dirty handwashing sink
- Lining shelves with cardboard or aluminum foil
- Ice buildup in the walk-in refrigerator/freezer
- Pots/pans stored directly on the floor
- Utensils stored in a hand sink or mop sink.

Violations involving the design/approval, storage, operation/installation of equipment/utensils used for serving, preparation, storage, transportation or display of food.

Examples:

- Unapproved faucet extension at the three-compartment sink
- Using milk crates as shelving and/or for storing utensils or food
- Knives stored in an unapproved location or holder such as a wood block
- Three-compartment sink too small to handle largest utensil
- Using unapproved utensils/cutting boards
- Using equipment that is not ANSI certified

23. Floors/Walls/Ceiling Clean and In Good Repair and Vermin Exclusion

CURFFL 114145, 114150, 114155, 114050

Major Violations:

Violations that may result in the contamination/adulteration of food, involving walls, ceilings and floors, including those inside a walk-in refrigerator.

Examples:

- Peeling paint/plaster on walls or ceilings
- Missing/deteriorated ceiling surfaces as a result of active water intrusion
- Gross accumulation of mold, grease, and/or filth on walls, ceilings and/or floors
- Damaged walls such as gaps/holes in walls

Minor Violations:

Violations that are not extensive or violations that involve the possible entrance of vermin, including rodents and insects.

Examples:

- De-activated air curtain
- Inadequate air curtain to prevent the entrance of flies
- Pass-thru window left open
- A gap under the door greater than ¼ inch
- A produce stand that has more than one side open to the outside air during business hours
- Ceiling panels soiled with accumulated dust/grease
- Make-up air vent/ceiling vent accumulated with grease
- Decomposed food products/grease buildup on floors
- Missing base coving or floor tiles, missing or deteriorated grout between floor tiles or carpet on floors in unapproved areas
- Loose FRP or metal flashing
- Cardboard used on the floor
- Rusty ceiling in walk-in cooler

24. Adequate Lighting and Shatter Guards CURFFL 114170

Major Violations:

Inoperable/missing light in walk-in refrigerator/freezer/food preparation/utensil washing area.

Inadequate lighting in food preparation and utensil washing areas

Missing light shields or nonshatterproof bulbs.

Minor Violations:

End caps missing to light fixtures.

Shields accumulated with dust/grease and dead insects.

Inadequate lighting.

25. Exhaust System Clean and In Good Repair

CURFFL 114050, 114140

Major Violations:

Nonfunctional exhaust hood.

Improper hood type or absence of hood.

Example:

- Type II hood above the deep fryer instead of Type I

Reasonable comfort is not being met for the employees.

Multiple filters are missing.

Minor Violations:

Hood lacks minimum 6" overhang over equipment.

Hood, although operable, is not on during cooking.

Hood not functioning adequately.

Ventilation hood not maintained clean.

26. Restrooms Clean and In Good Repair

CURFFL 114105, 114140 and S.B.C.C. Section 33.048

Major Violations:

No operable toilets available for employee use.

Urinals inoperable, toilet improperly secured, leaking at the base or cracked.

A required second restroom has been permanently removed/converted.

Alcohol being served without the two required restrooms.

Lack of warm water/soap/paper towels /toilet tissue.

No public restrooms accessible when required.

Minor Violations:

Unclean restroom facilities.

Lack of approved dispensers.

Inoperable ceiling fan in restroom.

No ventilation in the restroom.

Restroom door is not self-closing.

A required second restroom is temporarily out of service.

27. Chemical Use/Storage, Janitorial Closet, Mop Sink, Waste Disposal

CURFFL 114025, 114035, 114165

Major Violations:

Improper storage or use of pesticides, insecticides, rodenticides, or nonfood

chemicals that pose a high risk to public health.

Examples:

- Open container of bleach/sanitizer above a food preparation area
- Automatic insecticide spray dispenser in a food or utensil area

An unapproved insecticide used in the food establishment.

Chemicals stored in a food container (chemical mistaken for food product).

Using an unapproved food equipment lubricant.

Minor Violations:

Improper storage of pesticides or chemicals that pose a low risk to public health.

An unapproved insect electrocution device found within an open food or utensil area.

Unlabeled spray bottle in the kitchen.

An unapproved pesticide found in the janitorial closet.

Exterior refuse/grease container lids left open or missing.

Refuse containers encrusted with waste.

Leaking/overflowing refuse containers.

Janitorial sink in disrepair and/or has an accumulation of filth.

Trash not bagged and tied prior to being disposed.

Broom stored in food preparation area, mop bucket in food area.

28. Proper Signs/Exclusion of Live Animals

CURFFL 114021, 114045, 113946

Major Violations:

Animals observed in the establishment, with the exception of service animals in the dining room.

Minor Violations

Failure to post the health permit and/or any of the following signs: hand washing sign, no smoking sign, oyster warning sign, and the letter grade.

Examples:

- Failure to post the establishment's health permit in a conspicuous place.
- Lack of a written warning sign for the consumption of raw oysters harvested from the Gulf of Mexico.

As a general rule for all minor violations:

Repeated same minor violations may be written up as major violations at the next routine inspection.



www.sbcounty.gov/dehs

County of San Bernardino — Human Services System
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH SERVICES
FOOD PROGRAM

FOOD FACILITY SELF-INSPECTION CHECKLIST

The items listed in this checklist are the major areas our Division will be looking at when we perform our routine food facility inspections. This checklist is provided so that you may perform periodic reviews of your facility's operation. We suggest that you go through this checklist, and "check off" those items that are in compliance. Those not checked would be considered a "violation" during our inspection, and need to be corrected. We hope this checklist assists you in maintaining your facility at the highest standards.

FOOD

- ☐ 1. Food is purchased from an approved source (licensed by the county, state, or federal government).
- ☐ 2. Food is inspected and found to be free from contamination, adulteration, and spoilage.
- ☐ 3. Unpackaged foods which have been served or returned from the dining area are discarded.
- ☐ 4. All foods are stored a minimum of 6" off the floor.
- ☐ 5. Restrooms are not used for the storage of food, equipment, or supplies.
- ☐ 6. All paper products are stored in a manner so as to protect them from contamination.
- ☐ 7. Food, and food related products, are being protected from dirt, unnecessary handling, overhead leakage, and other forms of contamination.
- ☐ 8. All food storage containers have tight fitting lids and are properly labeled.
- ☐ 9. Foods are dispensed in the self-serve area in an approved manner.
- ☐ 10. The use of sulfites is prohibited.
- ☐ 11. Food products are labeled in an approved manner.
- ☐ 12. Food products with an alcohol content exceeding 0.5% are properly labeled.
- ☐ 13. Shellfish tags kept for 90 days; warning signs posted.

TEMPERATURE CONTROL

- ☐ 1. Potentially hazardous foods are maintained below 41°F or above 135°F at all times.
- ☐ 2. A thermometer, accurate to + or -2°F, is provided either as an integral part of the refrigerator and freezer (dial outside), or is located inside each unit at its warmest point, readily visible.
- ☐ 3. An accurate metal probe thermometer, suitable for measuring food temperatures, is readily available and is being used to check food temperatures daily.
- ☐ 4. Food products are thawed in one of the following methods only: a) in refrigeration units; b) under cold running, potable water of sufficient velocity to flush loose food particles; c) in a microwave oven; d) as part of the cooking process.
- ☐ 5. Frozen food is maintained in a frozen state.
- ☐ 6. Thawed food items are not refrozen. Cooked or processed foods may be refrozen.
- ☐ 7. Rapid cooling and reheating procedures used for all perishable foods.

PERSONNEL

- ☐ 1. All employees handling food or utensils have obtained their Food Worker's Certification.
- ☐ 2. Employees wash their hands with soap and warm water for the following reasons: a) before starting work; b) immediately after using the restroom; c) any time needed to prevent food contamination.
- ☐ 3. Employees handling food or utensils have no open sores, and are not sick.
- ☐ 4. Employees are wearing clean outer garments.
- ☐ 5. Tongs or other implements are used for serving food products.
- ☐ 6. Hair of employees is properly confined.
- ☐ 7. Employees do not smoke or use tobacco inside the facility.

WATER AND SEWAGE

- ☐ 1. All sinks are fully operable with hot and cold water at each faucet.
- ☐ 2. All sinks drain properly. Floor drains and floor sinks are in good working order.
- ☐ 3. Plumbing is in good repair.
- ☐ 4. Grease traps and septic tanks are routinely serviced.

EQUIPMENT

- ☐ 1. All equipment (i.e. stoves, grills, refrigerators, tables, sinks, etc.) is clean and well maintained; food contact surfaces are properly washed and sanitized.
- ☐ 2. Inoperable equipment has been repaired or replaced (removed from the facility).
- ☐ 3. Equipment is NSF (National Sanitation Foundation) or equivalent.
- ☐ 4. No equipment has been replaced, moved, or added without prior approval from the local environmental health department.

UTENSILS

- ☐ 1. Multiservice utensils are being washed by one of the following means only: a) handwashing in a three compartment sink (wash-rinse-sanitize); b) chemical sanitizing (dishmachine) conforming to NSF stds.; c) dishwasher rinse water reaches at least 180°F for 30 seconds.
- ☐ 2. Testing materials to adequately test sanitizing methods are readily available.
- ☐ 3. All utensils are clean and well maintained.
- ☐ 4. Damaged or unapproved utensils have been repaired or replaced.
- ☐ 5. Utensils are properly protected during storage.

FLOORS / WALLS / CEILINGS

- ☐ 1. Floors are clean, well maintained and in good repair.
- ☐ 2. Walls, ceilings and windows are clean, well maintained and in good repair.

TOILET / DRESSING ROOM / HANDWASHING SINKS

- ☐ 1. Toilet facilities are clean, well maintained and in good repair.
- ☐ 2. Self-closing doors in toilet and dressing rooms are working properly.
- ☐ 3. Single service soap and towel dispensers for all handwash sinks are operable and full.
- ☐ 4. Toilet tissue dispensers are full.
- ☐ 5. Legible handwashing signs are properly posted.
- ☐ 6. Ventilation is provided in each restroom and is in proper working order.

LIGHT AND VENTILATION

- ☐ 1. Adequate lighting and ventilation is provided throughout the facility.
- ☐ 2. Exhaust ventilation filters are clean and well maintained.
- ☐ 3. Light fixtures have approved safety covers.

PEST CONTROL

- ☐ 1. Facility is free from insect and rodent infestations.
- ☐ 2. Live animals, birds, or fowl are not located in the facility.
- ☐ 3. Outside doors and screen doors are self-closing and closures are in working order.
- ☐ 4. Air curtains are operating properly.
- ☐ 5. Only approved pesticides are used and stored in the proper manner.

REFUSE

- ☐ 1. Trash containers are leak-proof and covered.
- ☐ 2. Plastic bags are tied before placing in refuse containers.
- ☐ 3. Outside trash bin lids are closed.
- ☐ 4. Outside premises and refuse areas are clean and well maintained.

OPERATION

- ☐ 1. Hazardous substances (example: chemicals, cleaning supplies, etc.) are properly labeled and stored away from food products.
- ☐ 2. No smoking and first aid signs (choking) are properly posted.
- ☐ 3. Cleaning equipment and soiled linens are properly stored.
- ☐ 4. Returned, damaged, or unlabeled food products are properly stored.
- ☐ 5. Facility has a current Environmental Health Permit to operate.

THE FOLLOWING CONDITION(S) ARE SERIOUS. YOUR FACILITY MUST CLOSE UNTIL THEY ARE ABATED.

- ☐ 1. Overflowing sewage (inside or outside)
- ☐ 2. No potable water
- ☐ 3. No hot water
- ☐ 4. No electricity
- ☐ 5. Severe rodent or insect infestation
- ☐ 6. Actual or potential threat to the public health and safety (foods out or temperature, inadequate sanitization, etc.)

QUESTIONS?

Contact the nearest Environmental Health office in your area and ask to speak to your Environmental Health Specialist or visit our web site at **www.sbcounty.gov/dehs**.

Operator's Inspection Notes

[illegible]

Environmental Health District Office Directory

Regional Offices

West Valley 1647 E Holt Ave Ontario, CA (909) 458-9673 Fax: (909) 458-9682	Central Valley 385 N. Arrowhead 2 nd Floor San Bernardino, CA 92415 (909) 387-3047 Fax: (909) 387-4323	East Valley 385 N. Arrowhead 2 nd Floor San Bernardino, CA 92415 (909) 387-4608 Fax: (909) 387-4323
Mountain 385 N. Arrowhead 2 nd Floor San Bernardino, CA 92415 (909) 387-0214 Fax: (909) 387-4323	High Desert 13911 Park Ave. Suite 200 Victorville, CA 92392 (760) 243-3773 Fax: (760) 245-6225	

Outlying Offices

Redlands 222 Brookside Redlands, CA 92373 (909) 798-8526 Fax: (909) 798-8485	Twin Peaks 26010 State Highway 189 Twin Peaks, CA 92391 (909) 336-0671	Barstow 311 E. Mountain View Barstow, CA 92311 (760) 256-4736 Fax: (760) 256-4735
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After Hours Emergency Contact

Emergency Communication Center (909) 356-3805 <p>This number is to be used to report and obtain assistance during after hours emergencies such as: establishment fires, power or water outages, sewer overflow or outbreaks of foodborne illness, reopening inspection following closures by DEHS or other serious problems that may impact public health and safety.</p>
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Agency Referral List

TYPE OF COMPLAINT	AGENCY	TELEPHONE
BURRITOS (Packaged - meat or poultry) (Packaged - without meat)	U.S. Department of Agriculture (USDA)	(800) 535-4555
	California Department of Health Services Food and Drug Branch (FDB)	(800) 495-3232
	U.S. Food and Drug Administration (FDA)	(213) 894-2489
CANNED FOODS: (Fruit, vegetable and fish - packed in CA) Fruit, vegetable and fish - not packed in CA Meat or poultry products	FDB	(800) 495-3232
	FDA	(714) 667-7416
	USDA	(800) 535-4555
DAIRY FOODS: (Produced in CA) Produced out-of-state	California Department of Food and Agriculture (CDFA)	(909) 923-9929
	FDA	(714) 667-7416
FISH: Canned out-of-state	FDA	(714) 667-7416
FISH: Fresh, caught locally	California Department of Fish and Game (CDFG)	(909) 597-9823
FOOD REGISTRATION State registration-wholesale/manufacturing	FDB	(800) 495-3232
FOOD TAMPERING Meat	FDB	(800) 495-3232
	USDA	(800) 535-4555
FROZEN DINNERS: Meat or poultry) Seafood (processed in CA) Seafood (processed out-of-state)	USDA	(800) 535-4555
	FDB	(800) 495-3232
	FDA	(714) 667-7416
FRUIT, fresh: (Quarantine, pest exclusion) Pesticide Enforcement	Agricultural Commissioner	(562) 940-7803
LICENSES: Bottling water, Canning food, Cold storage, Frozen food lockers, Water)	FDB	(800) 495-3232
MEAT AND POULTRY: Packaged	USDA	(800) 535-4555
ORGANIC FOOD	FDB	(800) 495-3232
OUT-OF-DATE FOODS: Dairy (only)	CDFA	(909) 923-9929
Other expired foods	Local Health Dept. (See Environmental Health Directory for information)	Refer to District Office Directory
POPSICLES: Produced out-of-state Produced in CA	FDA	(800) 688-4889
	CDFA	(909) 923-9929
SANDWICHES (Fresh packaged)	FDB	(800) 495-3232
VENDING MACHINES Water	FDB	(800) 495-3232
WATER: Bottled (Imported and out-of-state) Vended	FDB	(800) 495-3232
	FDB	(800) 495-3232

Web sites: California Uniform Retail Food Facilities Law
Food and Drug Administration
Government Food Safety Information
U.S. Dept. of Agriculture Food Safety and Inspection Service
Food and Drug Branch California Dept. of Health Services

<http://www.dhs.cahwnet.gov/>
<http://www.fda.gov/>
<http://www.foodsafety.gov/>
<http://www.fsis.usda.gov/>
<http://www.dhs.ca.gov/fdb/>

Booklet Request Form

The Retail Food Inspection Guide is available in print. To order booklets, please complete and mail this form. A nominal fee may be charged for copies. Contact the regional office nearest you for further information.

County of San Bernardino • Department of Public Health
Division of Environmental Health Services
385 North Arrowhead Avenue, 2nd Floor
San Bernardino, CA 92415-0160

Date of Order _____ Telephone Number _____

Send to (Name) _____

Street Address _____

City _____ State _____ Zip Code _____

Booklet	Quantity
<i>San Bernardino County Retail Food Inspection Guide*</i>	_____

* A nominal fee may be charged for additional copies. Contact the Department of Environmental Health offices at (909) 884-4056 for more information.

The California Health and Safety Code may be found on the world wide web at:

<http://www.leginfo.ca.gov/calaw.html>

The Division of Environmental Health Services may be found on the world wide web at:

<http://www.sbcounty.gov/dehs>

ABC

Retail Food Inspection Guide

ABC

Retail Food Inspection Guide

Based on an inspection this day, the items marked below identify the violation(s) which must be corrected. The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit should be suspended or revoked. ()

Failure to correct listed violation(s) prior to the designated compliance date will necessitate an additional reinspection at a charge of \$52.00/hour. ()

CRITICAL VIOLATIONS: All critical violations pose an imminent risk to public health. These items MUST BE CORRECTED IMMEDIATELY. APPL. LAW — CA Health & Safety Code Section 114000, 114030, 114040, 114080

Major	Minor	Violation Description	Code
OF2	6	Proper Employee Hygiene	114020, 114022
OF3	3	Handwashing Sink/Supplies	114115, 114190
OF4	4	Unsanitary Food Facility Conditions	114050
OF4	3	Unsanitary Food Facility Conditions	114003, 114010, 114030, 114040, 114080
OF4	3	Unsanitary Food Facility Conditions	114003, 114010, 114030, 114040, 114080

San Bernardino County

on Guide		FOOD HANDLER / FACILITY CONDITION
9	Proper Employee Hygiene	114020, 114021
10	Handwashing Sink/Supplies	114115, 114116
11	Unsanitary Food Facility Conditions	114030, 114031
12	Vermín Infestation	114003, 114010, 114011
13	Wastewater Disposal & Plumbing	114101, 114102
WATER / SANITIZING		
14	Proper Manual Sanitizer / Proper Sanitizing Utensils & Equipment	114060, 114061, 114062
15	Proper Sanitizing of Food Contact Surfaces	114070, 114071, 114072
16	Potable Water Supply / Hot Water (180°F)	114080, 114081, 114082

Inspector	Location	Room	Room	Room
27	Administrative Office	114021, 114045, 113946	OF92	2 OF93 1
28	Administrative Office	114021, 114045, 113946	OF94	0 OF95 0
29	Administrative Office	114021, 114045, 113946	OF94	0 OF95 0

BOARD OF SUPERVISORS

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Paul Biane, Second District

Dennis Hansberger, Third District

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